

Post-Class Reinforcement Materials

Each of the Leadership and Professional Development courses include a suite of post-class reinforcement materials that are unique to each title. Content such as e-books, quick videos, personal and team assessments, tools and templates, and other materials, have been selected to ensure that you continue your journey to ongoing success beyond the classroom. All e-assets, such as books and videos, come with 1-year access.

Constructive Conflict Management | 2 Days

Reinforcement Videos

- Leadership Is About Convening featuring Larry Dressler
- When You Have a Difficult Team Member featuring Peter Sheahan
- Managing Negative People featuring Beverly Beuermann-King
- Mindsets to Bring to Conflicts featuring Stewart Levine
- How to Have a Difficult Conversation featuring Peter Bregman
- Four Levels of Listening featuring Mark Goulston
- Stick To The Facts & Stand Your Ground featuring E. Neville Isdell
- Dealing with Conflict: Move the Conversation Forward featuring Sandra Crowe
- Resolving Conflicts with Customers and Partners featuring Nicole Piasecki
- Managing Conflict in High Performance Teams featuring Howard M. Guttman
- Be Selfish featuring Jodi Detjen
- Dealing with Conflict featuring Howard M. Guttman
- Relationship Management: Don't Win the Battle to Lose the War featuring Travis Bradberry

Book Summaries

- *Team Genius: The New Science of High-Performing Organizations* by Rich Karlgaard and Michael S. Malone

Blueprints

- Psych 101 for CEOs: What Every Leader Needs to Know About Leading People by Norm Szydlowski, Paul W. Hobby & Gordon L. Alexander, Jr.

Leader-Led Activities

- Considering Conflict Discussion Guide
- Conflict Perspectives Facilitation Guide
- Conflict Resolution Process Facilitation Guide
- Conflict behaviors Application Guide
- Confronting Conflict Application Guide

Self-Assessment

- Perspectives on Conflict
- Instinctive Reactions

Business Impact

- Business Impact: Using Conflict to an Organization's Advantage
- Business Impact: Facilitating Work Related Conflict Discussions
- Business Impact: Confrontation: What's the Best Approach

Challenge

- Challenge: Managing Conflict

Tools

- Conflict Situations
- Sources of Conflict
- Questions for Conflict Situations
- Conflict Behaviors
- Conflict Resolution Process
- Confrontation Action Plan
- Win-Win Considerations
- Tips for Conflict Involvement

Test

- Leadership Advantage Test Yourself: Managing Conflict

Core Message

- Leadership Advantage: Managing Conflict 3.0

Case Study

- Explaining Conflict
- Observing Conflict Behaviors
- Manager-Employee Conflict
- Choosing a Direct Action

Key Concept

- Key Concept: Conflict is a "Clash"
- Key Concept: Look for the Root Cause
- Key Concept: The Positive Influence of Conflict
- Key Concept: The Other Side of the Coin
- Key Concept: Instinctive Reactions to Conflict
- Key Concept: Promoting Win-Win Solutions

e-Books

- Conflict Management
- Win at Work!: The Everybody Wins Approach to Confliction Resolution
- The Elephant in the Boardroom: How Leaders Use and Manage Conflict to Reach Greater Levels of Success

Videos/Courses

- Bring on the Battles to Resolve Conflict
- Conflict Resolution and Negotiation
- The Cycle of Resolution
- Embracing Conflict